

**Third Party Administrator – Performance Report
March 2012**

Agenda Item 9.c.
04/19/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	97.3%	21,326 of 21,919 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	21,919 of 21,919 total claims
Financial accuracy of claims paid.	99%	99.9%	\$16,377,214.32 of \$16,401,091.67 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.7%	1,188 of 1,191 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	1,190 of 1,191 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	18 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	0 appeals, 3 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.8%	5,123 of 5,642 calls answered in 30 seconds; avg. of 19 seconds
Subscriber issues resolved within the same business day.	90%	96.1%	3,463 of 3,603 issue calls
Maximum call abandonment rate.	5%	1.3%	72 of 5,642 calls
Maximum line busy rate.	3%	0%	0 busy out of 5,642 calls
Voicemails answered within two business days.	90%	100%	13 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	3 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	91.8%	4,958 of 5,401 calls answered in 30 seconds; avg. of 18 seconds
Provider issues resolved within the same business day.	90%	98.3%	6,715 of 6,829 issue calls
Maximum call abandonment rate.	5%	0.9%	47 of 5,401 calls
Maximum line busy rate.	3%	0%	0 of 5,401 calls
Voicemails answered within two business days.	90%	100%	17 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,420 of 1,420 ID cards; average of 1.53 days
ID card accuracy.	100%	100%	1,420 of 1,420 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,420 of 1,420 packets; average of 1.53 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	1 request

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests